

## CHAPTER 5

### ATTEMPTED PICKUP AND DELIVERY

1. Reference is made to the following documents:

A. Domestic Personal Property Rate Solicitation, Item 408, Attempted Delivery and Attempted Delivery from SIT; Item 409, Attempted Pickup

B. International Rate Solicitation, Item 510, Attempted Delivery from SIT; Item 511, Attempted Pickup and Attempted Delivery

2. The following general statements apply to all shipments both domestic and international:

A. Payment will be authorized only for the actual time involved in the attempt to pickup or deliver a shipment. If multiple shipments are scheduled for pickup or delivery on the same day, only the time involved in the attempt to perform the requested service will be considered, not the total time from warehouse to residence and return. See situations for further clarification for computing time and charges.

B. Vehicle charges equal to those stated for auxiliary service will be authorized for travel time involved in attempting to pickup or deliver. This charge will not be applicable during any time period covered by waiting time.

C. Labor charges should be authorized for driver and helper(s). Labor charges can be authorized for quarter hours, half hours, and three-quarter hours, as well as full hours. Go to the Geographic Application of Rates and Schedules in respective solicitation for labor rates. Go to Item 502 in the International Solicitation for labor services performed overseas.

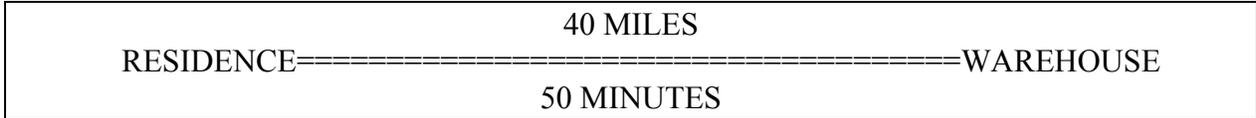
D. Waiting time should be agreed upon prior to carrier performance at carrier's discretion. Waiting time applies to vehicle only; payment for driver and helpers will be authorized under labor charges. Free waiting time does not apply at origin when releasing from SIT.

E. Shipments returned to storage will continue to use the original SIT control number. Storage charges will continue on the additional daily rate in CONUS locations. Storage charges in overseas areas will continue on a 30-day basis for HHG and a 15-day basis for UB.

F. Warehouse handling charges will apply only if shipment is again placed into storage.

The following situations are provided for your assistance.

SITUATION 1: Attempted Pickup, Unaccompanied Baggage, and Single Shipment



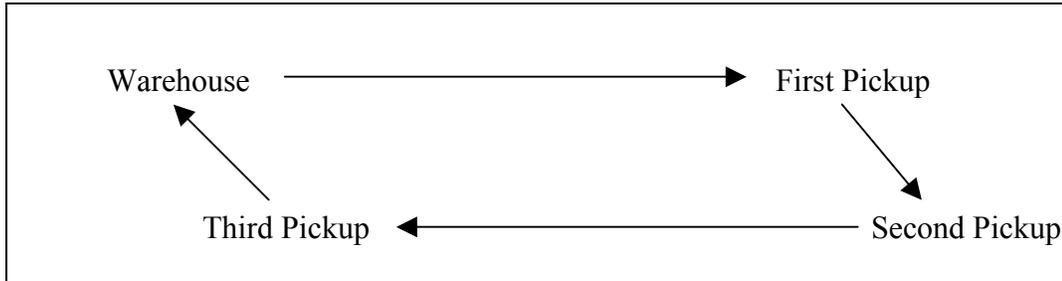
FACTS:

1. Carrier/agent traveled 40 miles to pickup point.
2. Member was not available for pickup.
3. Shipment was not picked up as scheduled.
4. Carrier/agent waited 30 minutes before returning to warehouse.

APPLICABLE CHARGES:

Vehicle	1 ¾ hours x \$_____ per hour. (50 minutes each direction)
Waiting time (Vehicle)	½ hour x \$_____ per hour.
Labor	2 persons x 2 ¼ hours x \$_____ per hour. (50 minutes each direction plus 30 minutes waiting time for driver and helper)

SITUATION 2: Attempted Pickup, Unaccompanied Baggage, and Multiple Shipments



LEGEND:

- Line A = Warehouse to First Pickup = 20 miles/25 minutes
- Line B = First Pickup to Second Pickup = 10 miles/15 minutes
- Line C = Second Pickup to Third Pickup = 15 miles/20 minutes
- Line D = First Pickup to Third Pickup = 25 miles/30 minutes

FACTS:

1. Carrier/agent traveled 20 miles to first residence.
2. Shipment was picked up as scheduled.
3. Carrier/agent then traveled an additional 10 miles to the second residence.
4. PPSO failed to cancel second pickup.
5. Carrier/agent waited 20 minutes before proceeding another 15 miles to third residence.
6. Third pickup was accomplished as scheduled.

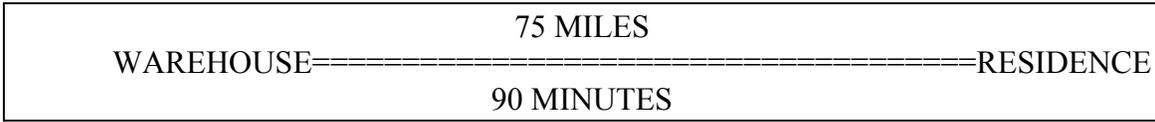
APPLICABLE CHARGES:

Vehicle	35 min – 30 min = 5 min
(Difference in time traveled between B + C versus D)	or
	¼ hour x \$ ____ per hour.

Waiting Time	½ hour x \$ ____ per hour.
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Labor	
(Difference in time traveled between B + C versus D plus Waiting time for driver and helper)	2 persons x ¾ hour x \$ ____ per hour.

SITUATION 3: Attempted Pickup, Household Goods, and Single Shipment



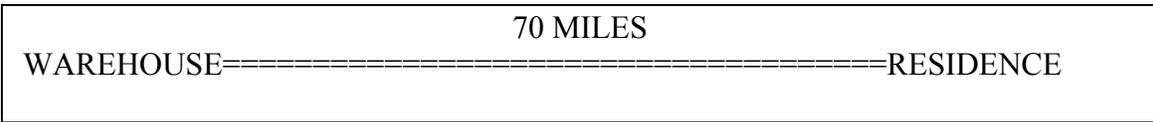
FACTS:

1. Carrier/agent traveled 75 miles to pickup point.
2. Member was not available for pickup.
3. Shipment was not picked up as scheduled.
4. Carrier/agent did not wait at residence.

APPLICABLE CHARGES:

Vehicle (90 minutes each direction)	3 hours x \$_____ per hour.
Waiting Time	N/A
Labor	3 persons x 3 hours x \$_____ per hour (90 minutes each direction).

SITUATION 4: Attempted Delivery from SIT, Unaccompanied Baggage, and Single Shipment



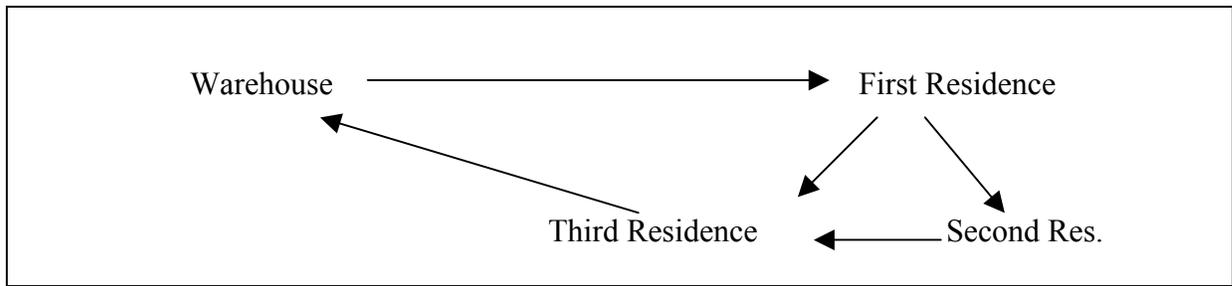
FACTS:

1. Carrier/agent traveled 70 miles to delivery shipment from SIT.
2. Member not available for delivery.
3. Carrier/agent waited 20 minutes at residence.
4. Shipment was returned to warehouse and placed back into SIT.

APPLICABLE CHARGES:

Delivery	\$_____ per cwt.
Warehouse Handling (second charge applicable)	\$_____ per cwt.
SIT (continuation of charge)	\$_____ per cwt.

SITUATION 5: Attempted Delivery from SIT, Unaccompanied Baggage, And Multiple Shipments



LEGEND:

Line A = Warehouse to First Residence = 10 miles

Line B = First Residence to Second Residence = 5 miles

Line C = Second Residence to Third Residence = Right next door

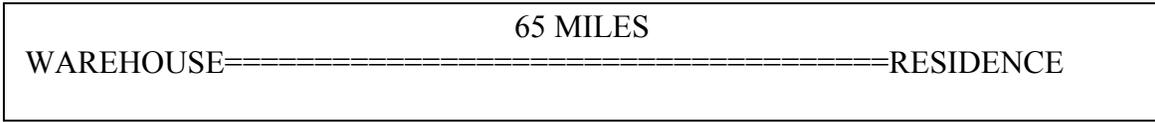
FACTS:

1. Carrier/agent traveled 10 miles to first delivery point.
2. Shipment was delivered as scheduled.
3. Carrier/agent then traveled five miles to next delivery point.
4. Member not available at second delivery point.
5. Carrier/agent did not wait at second residence.
6. Residence 2 and 3 were located next door to each other.
7. Third delivery was performed as scheduled.
8. Second shipment was returned to warehouse.
9. Member picked shipment up before it was again placed into SIT.

APPLICABLE CHARGES:

Delivery	\$ ____ per cwt.
Warehouse handling (original charge only)	\$ _N/A_ per cwt
Storage (no additional storage)	\$ _N/A_ per cwt.

SITUATION 7: Attempted Delivery from SIT, Household Goods, and Single Shipment



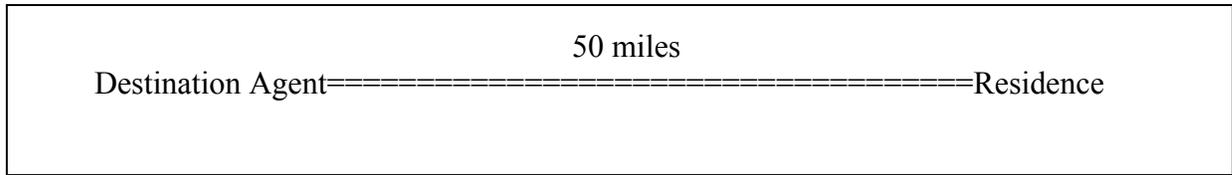
FACTS:

1. Carrier/agent traveled 65 miles to delivery point.
2. Member was not available for delivery.
3. Shipment was not delivered as scheduled.
4. Carrier/agent waited 15 minutes before returning to warehouse.
5. Shipment was returned to warehouse and placed into SIT.

APPLICABLE CHARGES:

Delivery	\$ _____ per cwt.
Warehouse handling (second charge applicable)	\$ _____ per cwt.
Waiting Time (1 hour free time)	No charge.
SIT (continuation of charge)	\$ _____ per cwt.

SITUATION 8: Attempted Delivery Directed by TO, after Carrier Notifies PPSO that Shipment has Arrived



FACTS:

1. Carrier clears inbound shipment at destination agent.
2. PPSO directs carrier to make a direct delivery
3. Carrier gets to residence, but member not there.
4. Carrier notifies the PPSO and is instructed to wait the authorized free waiting time.
5. PPSO tries to locate member.
6. Before expiration of allowable waiting time, shipment was transported back to warehouse and placed into SIT.
6. Carrier provided 100 miles of transportation unnecessarily.

APPLICABLE CHARGE

Delivery	\$_____ per cwt.
Labor (driver and two helpers)	\$_____ per cwt.
Warehouse Handling	\$_____ per cwt.
SIT – 1 <sup>st</sup> day Storage	\$_____ per cwt.
SIT	\$_____ per cwt.